

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

**Monitoring Priority: Early Intervention Services In Natural Environments**

**Indicator 1:** Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

(20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:**

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services.

**Overview of Issue/Description of System or Process:**

**EXPLANATION OF REVISION:** In March 2006, the State defined timely services to be 30 days after parental consent for services. Prior to this the State did not have a formal definition of timely services. The new definition is in the process of being promulgated. Promulgation is scheduled for completion in 2008.

A MEMO was sent in March 2006 to providers and Service Coordinators stating changes in Early Intervention definition for timely services.

**NEW DEFINITION:**

Arkansas considers timely delivery of services to be no more than thirty (30) calendar days from the date of parent consent for the initial IFSP, or no more than thirty (30) days from when the parent consents to additional services on subsequent IFSPs. All services must be initiated within 30 days of parent consent in order to be considered timely.

**Baseline Data for FFY 2006**

Total is 1125 divided by (timely + family delays) of 870 = (77%) 1125 divided by 870 = 77%

**Discussion of Baseline Data:**

Arkansas did not meet its 100% target for 2006. Delays of 22% were due to provider not getting evaluations completed in a timely manner. Reasons they gave were: 1) due to physician refusing to give prescriptions or delay in getting prescriptions, 2) funding prior authorization not being timely, and 3) holidays and summer breaks.

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	<b>Arkansas will have 100%.</b>
<b>2007</b> (2007-2008)	<b>Arkansas will have 100%</b>
<b>2008</b> (2008-2009)	<b>Arkansas will have 100%</b>
<b>2009</b> (2009-2010)	<b>Arkansas will have 100%</b>
<b>2010</b> (2010-2011)	<b>Arkansas will have 100%</b>

**Improvement Activities/Timelines/Resources for 2008:**

- SEAS (Special Education Automation System) will add three new fields to collect timely services data: target date, actual start date, and justification if services do not start within the 30 day timeframes.
- Training will be conducted for data entry into SEAS for timely services.
- SEAS will interface with the old DDS main frame computer system by year 2008 providing a better data collection system.
- There will be continued training on the new timelines for getting services to children.
- Monitoring will be conducted to verify timely services.

**Improvement activities/timelines/resources for 2009:**

- Training and Technical Assistance will continue for timely and accurate entry of services into SEAS.
- Monitoring will be conducted to verify timely services.
- Mileage will be added to our payment system for therapist who provide services to children in their natural environment. This should improve timely services because it will allow therapist who are readily available to do those services with compensation.
- Mileage rates for families who must travel to access therapies will be increased to the current State of Arkansas employee mileage rate.

**Improvement activities/timelines/resources for 2010:**

- Monitoring will be conducted to verify timely services.
- DDS Part C will work closely with Medicaid to improve billing for specific dates rather than spans of time. Part C will also request billing be done timely rather than allowing up to one year to bill.
- Training and Technical Assistance will continue for providers and state staff.

### Part C State Performance Plan (SPP) for 2005-2010

#### Overview of the State Performance Plan Development:

#### Monitoring Priority: Early Intervention Services In Natural Environments

**Indicator 2:** Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings.

(20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:** Percent = [(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children) divided by the (total # of infants and toddlers with IFSPs)] times 100.

#### Overview of Issue/Description of System or Process:

#### Baseline Data for FFY 2006:

There were a total of 1696 children in programs designed for typically developing children and in homes, divided by the 2006 child count of 3217, times 100 which equaled 52.7199%.

#### Discussion of Baseline Data:

Arkansas discovered in 2006 that Developmental Day Treatment Centers were reporting as typically developing if they had any children in their centers that were not developmentally delayed. The slippage in 2006 is due to incorrect reporting in prior years. Arkansas did not meet its 2006 target of 64% of children being served in natural environment.

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	<b>New target will be 64% of infants and toddlers with IFSPs will primarily receive services in the homes or programs for typically developing children.</b>
<b>2007</b> (2007-2008)	<b>New target will be 68% of infants and toddlers with IFSPs will primarily receive services in the homes or programs for typically developing children</b>

<b>2008</b> (2008-2009)	<b>New target will be 70% of infants and toddlers with IFSPs will primarily receive services in the homes or programs for typically developing children</b>
<b>2009</b> (2009-2010)	<b>New target will be 72% of infants and toddlers with IFSPs will primarily receive services in the homes or programs for typically developing children</b>
<b>2010</b> (2010-2011)	<b>New target will be 75% of infants and toddlers with IFSPs will primarily receive services in the homes or programs for typically developing children</b>

**Improvement Activities/Timelines/Resources for 2008:**

- Part C will clarify policies and procedures related to Natural Environment justification.
- In February 2008 Part C staff and Quality Assurance staff will work together on monitoring for family centered services in the natural environment and what efforts are being made to improve their performance with this indicator.
- Arkansas will provide quarterly training to the DDTCS, providers, Service Coordinators who will train parents on the benefits of “Natural Environment” and the Public Law and the reason for service settings.
- In July 2008, Arkansas will send a team to the National Inclusion Institute in Chapel Hill to gain additional knowledge about options for natural environment.
- Arkansas will have a state level meeting by June 2008 with Arkansas Child Care Division regarding how child care settings can be more open to serving children with disabilities. We will develop strategies and provide incentives to center serving children with disabilities.
- In March 2008, contact Strengthening Families Institute and investigate the possibilities of becoming a partner in developing our technology to benefit the children and families in areas of the state where services are limited and education is needed. This initiative has provided help to other states in forming strategies through technology, and in strengthening the education to areas of need.
- In 2007 Arkansas began to adapt the Georgia Parent Coaching Model for delivery of services. This will include a form, signed by parent, and will document how providers are informing parents about family centered approach and their responsibility to enhance and develop their child’s skills with support.
- In 2008 State staff will schedule to present to local interagency councils, and parent meetings on family centered services in the natural environment.
- Part C will update the DDS Children’s Services website in 2008 to include link to PTI’s and other partners, especially parent support groups.
- In February, 2008 Part C will begin work with Quality Assurance on how to monitor for family centered services in the natural environment and what efforts are being made to improve their performance with this indicator.

**Improvement activities/timelines/resources for 2009:**

- Arkansas Part C will continue to inform providers and service coordinators about the Arkansas Child Care Division training registry and their ability to use it for resources and information about typical development and opportunities for further training.

- Arkansas will continue to train providers and staff on the parent coaching model for deliver of services and provide technical assistance as needed.
- Monitoring will verify that parents are involved in the development of the IFSP and delivery of services in the natural environment.

**Improvement activities/timelines/resources for 2010:**

- Monitoring and technical assistance will continue to verify that the parent coaching model is being used.
- Training will be provided to state staff and providers on a quarterly basis or as need.

## Part C State Performance Plan (SPP) for 2005-2010

**Monitoring Priority: Early Intervention Services In Natural Environments**

**Indicator 3:** Percent of infants and toddlers with IFSPs who demonstrate improved:

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/ communication); and
- C. Use of appropriate behaviors to meet their needs.

(20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:**

## A. Positive social-emotional skills (including social relationships):

- a. Percent of infants and toddlers who did not improve functioning =  $\left[ \frac{\text{\# of infants and toddlers who did not improve functioning}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who maintained functioning at a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .

If a + b + c + d + e does not sum to 100%, explain the difference.

B. Acquisition and use of knowledge and skills (including early language/communication and early literacy):

- a. Percent of infants and toddlers who did not improve functioning =  $\left[ \frac{\text{\# of infants and toddlers who did not improve functioning}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who maintained functioning at a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .

If a + b + c + d + e does not sum to 100%, explain the difference.

C. Use of appropriate behaviors to meet their needs:

- a. Percent of infants and toddlers who did not improve functioning =  $\left[ \frac{\text{\# of infants and toddlers who did not improve functioning}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers =  $\left[ \frac{\text{\# of infants and toddlers who maintained functioning at a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$ .

If a + b + c + d + e does not sum to 100%, explain the difference.

**Overview of Issue/Description of System or Process:**

In the State Performance Plan submitted in December 2005, Arkansas indicated that the state would use sampling methodology to collect data related to child outcomes. However, after reviewing the sampling procedures, considering the number of children in the state and gathering additional information, Arkansas decided that it would be more beneficial for the state to collect this data on all the children rather than sample.

In addition, Arkansas was considering the development of a new instrument that would be used by all providers for outcomes. Arkansas subsequently decided to use assessment instruments currently in use and the Child Outcomes Summary Form (COSF) developed by the Early Childhood Outcomes Center (ECO). A number of factors led to this decision including the recommendation of the consultant that was developing the instrument, participating in the April Early Childhood Outcomes meeting in Albuquerque, and consultation with Part C staff.

In June of 2006, Arkansas Part C invited ECO and NECTAC staff to present information on child outcomes and the use of the COSF to lead agency staff, AR training consultants, Quality Assurance staff, regional managers and Part B staff to make plans for using the COSF in Arkansas.

After this meeting Arkansas developed timelines to gradually phase in the collection of data on the status of children at entry into the Part C program. We decided to begin with children who entered Part C between June 1<sup>st</sup> and September 15<sup>th</sup>, 2006. We identified seven (7) sites to gather this baseline data. Those seven (7) sites were chosen to include providers from various parts of the state and those with large and small caseloads. They included (4) Early Intervention Contract Providers (First Steps; Boone County Special Services; Easter Seal and Rainbow of Challenges); and (3) DDS State Staff/Service Coordinators (located southeast Arkansas (the Delta region), north central Ark (Johnson County) and northwest Ark (Franklin County)).

In conjunction with the Arkansas Department of Education and staff from the ECO Center, the Arkansas Department of Health and Human Services (DDS Division-Lead Agency hosted a training event in Hot Springs to prepare the staff from the 7 programs involved in the initial phase). Each Service Coordinator facilitated this process by leading the discussion for each outcome area using the COSF and helping the team come to agreement about the ratings. The COSF was completed and the ratings were derived from Arkansas approved testing instruments; observations of parents and others who work with the child including the Service Coordinator and/or Teacher observation; and Clinical opinion.

A total of 194 children entered the Part C program in the initial phase from June 1<sup>st</sup> and September 15<sup>th</sup> 2006. The entry-level data on the Child Outcomes Summary Form (COSF) will be maintained in the child's records and another form will be completed upon exiting the Early Intervention Program. Effective October 1, 2006, entry data will be collected on all children entering Part C.

Arkansas has decided to collect Child Outcomes Data at entry and exit. The Service Coordinators will retain the entry level data in the child's file until the child exits the system (children exit because they have met goals and are no longer eligible, move out of state, transition to the 305 program, withdraws from services or is deceased). If the child moves to another Early Intervention Program within the State of Arkansas, the collected date will follow him/her.

At exit the Providers and Service Coordinators must complete a second COSF including question 1(b) upon exit. This data is retained in a separate file. The Data Manager notifies everyone when to enter data into SEAS or when to mail the specified information to Central Office. Data Collection will be mandatory for any children who have been in Part C for at least six months. The exit data will be used to measure progress for each outcome area. This information will be reported with the FFY 2006 APR that is due February 1, 2008.

**Baseline Data for FFY 2005 (2005-2006):****1. Positive Social Emotional Skills:**

What percentage is below functioning? 83%

What percentage is at functioning comparable to same age peers? 17%

**2. Acquiring and Using Knowledge and Skills:**

What percentage is below functioning? 87%

What percentage is at functioning comparable to same age peers? 13%

**3. Taking Appropriate Action to Meet Needs:**

What percentage is below functioning? 86%

What percentage is at functioning comparable to same age peers? 14%

**Discussion of Baseline Data:**

Arkansas phased in seven (7) EI providers and State staff to gather this baseline data. We only gathered **entry level data** by using the ECO Child Outcomes Summary Form. The information summarized was gathered from various approved testing tools; parent observations and input; Service Coordinator and/or Teacher observation; and Therapists opinion. The Service Coordinator facilitated this process by leading the discussion about each outcome area.

These children are birth to three and represent both rural and urban areas of the State. This entry level data was representative of diverse areas including the Delta area. The testing tools were not submitted to us; only the Child Outcomes Summary Form.

**Data Sources**

Arkansas collected information on a total of 194 children who had an initial IFSP between June 1<sup>st</sup> and September 15<sup>th</sup>, 2006.

**Assessment Instruments**

In Arkansas, there are over a dozen assessment tools that are approved in our DDS policy #1075. These tools are: the Battelle Developmental Inventory; Brigance Inventory or Early Development; Carolina Curriculum for Infants & Toddlers with special needs; Carolina Curriculum for Preschoolers with special needs; Carolina Developmental Profile; Developmental Assessment of young children (DAYC); DIAL-3; Hawaii Early Learning Profile (HELP); and Early Learning Accomplishment Profile for Young Children (ELAP); Infants & Toddler Developmental Assessment; INSITE Developmental Checklist; Kent Inventory of Developmental Skills (KIDS); Learning Accomplishment Profile (LAP-R) and Project Memphis. We also have criterion referenced tests for speech and language evaluations; norm referenced tests; and speech language screening tools; articulation/phonology tests and physical/occupational therapy tests. Also, adaptive/behavior scales are included in this policy.

The testing tools are used for assessment, screening and evaluation. These various tools have been used since December 1, 1993 when the policy was made effective. This policy serves as a reference for testing individuals receiving services from Developmental Disabilities Services (DDS). This policy applies to all DDS employees, consumers, potential consumers and their families and other interested individuals. Procedural Guidelines are provided in this policy.

**References:** Arkansas Statute 20-48-101; DDS Policy 1035; DDS policy 1020; and DDS policy 1075. Administrative Rules and Regulations Sub-Committee of the Arkansas Legislative Council: November 4, 1993.



## Progress Data for Infants and Toddlers Exiting 2007-2008

A. Positive social-emotional skills (including social relationships):	Number of children	% of children
<b><u>a. Percent of infants and toddlers who did not improve functioning</u></b>	29	6%
<b><u>b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers</u></b>	119	25%
<b><u>c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach</u></b>	145	31%
<b><u>d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers</u></b>	110	23%
<b>e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers</b>	70	15%
<b>Total</b>	<b>N=473</b>	<b>100%</b>

B. Acquisition and use of knowledge and skills (including early language/communication):	Number of children	% of children
<b><u>a. Percent of infants and toddlers who did not improve functioning</u></b>	24	5%
<b><u>b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers</u></b>	151	31%
<b><u>c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach</u></b>	126	27%
<b><u>d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers</u></b>	102	22%
<b>e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers</b>	70	15%
<b>Total</b>	<b>N=473</b>	<b>100%</b>

C. Use of appropriate behaviors to meet their needs:	Number of children	% of children
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<b>a. <u>Percent of infants and toddlers who did not improve functioning</u></b>	<b>27</b>	<b>6%</b>
<b>b. <u>Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers</u></b>	<b>124</b>	<b>26%</b>
<b>c. <u>Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach</u></b>	<b>138</b>	<b>29%</b>
<b>d. <u>Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers</u></b>	<b>107</b>	<b>23%</b>
<b>e. <u>Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers</u></b>	<b>77</b>	<b>16%</b>
<b>Total</b>	<b>N=473</b>	<b>100%</b>

### Overview of Issue/Description of System or Process:

In 2007, Arkansas began to use the Childhood Outcomes Summary Form (COSF) developed by the Early Childhood Outcomes Center (ECO) for data collection. Arkansas had attempted to develop a tool through collaboration with ADE and UCA, but determined that the COSF was more feasible for our state at this time. Staff and providers attended statewide training on child and family outcomes conducted by Early Childhood Outcome Center. Early Intervention procedures were developed and distributed to Service Coordinators and Providers throughout the state. Arkansas began to develop and collect data on the three child outcomes required under this indicator in a pilot June through September 2006. Beginning October 6, 2006, all Service Coordinators began to collect outcomes data for all children at entry and again at exit for reporting purposes.

Additional technical assistance has been made available to providers as needed.

Early Intervention policies and procedures that define the process will be promulgated in 2010 and are also included in the Early Intervention certification standards policy that was promulgated in 2007. The DDS Quality Assurance Early Intervention Certification Standards are in the process of being updated.

The Childhood Outcomes Summary Form (COSF) is being used to track data. Data was reported for all children who entered the Part C program beginning October 1, 2006 and received services for at least six months.

Computer System personnel are building a web-based application to enter the data and track outcomes for children. This system is within the Division of Developmental Disabilities services mainframe. Data is entered from the COSF summary.

When a child enters into the Part C system and is found eligible for services, the Childhood Outcomes Summary Form (COSF) is completed at the time of the initial IFSP. When the child has been in the system with an IFSP for at least six months and exits, then another outcomes survey is done. This entry and exit data is entered on the website and collected by the data manager.

## Progress Data for Infants and Toddlers Exiting 2008-2009

C. Positive social-emotional skills (including social relationships):	Number of children	% of children
<b><u>a. Percent of infants and toddlers who did not improve functioning</u></b>	41	7%
<b><u>b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers</u></b>	197	34%
<b><u>c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach</u></b>	203	35%
<b><u>d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers</u></b>	99	17%
<b><u>e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers</u></b>	41	7%
<b>Total</b>	<b>N= 581</b>	<b>100%</b>
D. Acquisition and use of knowledge and skills (including early language/communication):	Number of children	% of children
<b><u>a. Percent of infants and toddlers who did not improve functioning</u></b>	41	7%
<b><u>b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers</u></b>	221	38%
<b><u>c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach</u></b>	203	35%
<b><u>d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers</u></b>	81	14%
<b><u>e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers</u></b>	35	6%
<b>Total</b>	<b>N=581</b>	<b>100%</b>
C. Use of appropriate behaviors to meet their needs:	Number of children	% of children
<b><u>a. Percent of infants and toddlers who did not improve functioning</u></b>	47	8%
<b><u>b. Percent of infants and toddlers who improved</u></b>	192	33%

<u>functioning but not sufficient to move nearer to functioning comparable to same-aged peers</u>		
<b>c. <u>Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach</u></b>	<b>215</b>	<b>37%</b>
<b>d. <u>Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers</u></b>	<b>81</b>	<b>14%</b>
<b>e. <u>Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers</u></b>	<b>46</b>	<b>8%</b>
<b>Total</b>	<b>N=581</b>	<b>100%</b>

## Baseline Data for Infants and Toddlers Exiting 2008-2009

Summary Statements	% of children
<b>Outcome A: Positive social-emotional skills (including social relationships)</b>	
<b>1. Of those children who entered or exited the program below age expectations in Outcome A, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program</b>	<b>56%</b>
<b>2. The percent of children who were functioning within age expectations in Outcome A by the time they turned 3 years of age or exited the program</b>	<b>24%</b>
<b>Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy)</b>	
<b>1 Of those children who entered or exited the program below age expectations in Outcome B, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program</b>	<b>53%</b>
<b>2. The percent of children who were functioning within age expectations in Outcome B by the time they turned 3 years of age or exited the program</b>	<b>20%</b>
<b>Outcome C: Use of appropriate behaviors to meet their needs</b>	

<b>1 Of those children who entered or exited the program below age expectations in Outcome C, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program</b>	<b>56%</b>
<b>2. The percent of children who were functioning within age expectations in Outcome C by the time they turned 3 years of age or exited the program</b>	<b>22%</b>

**Discussion of Baseline Data:**

581 children were reported in the Child Outcomes Database, located on our First Connections Website. These children were reported by DDS contracted providers and independents. The data was pulled from this survey site and aggregated in the above charts. We reported more children this year than last year and improved in the representativeness of the children exiting our First Connection program.

Targets for Infants and Toddlers Exiting in FFY 2009 (2009-10) and FFY 2010 (2010-2011) and Reported in Feb 2011 and Feb 2012

<b>Summary Statements</b>	<b>Targets for FFY 2009 (% of children)</b>	<b>Targets for FFY 2010 (% of children)</b>
<b>Outcome A: Positive social-emotional skills (including social relationships)</b>		
<b>1. Of those children who entered or exited the program below age expectations in Outcome A, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program</b>	<b>56.5%</b>	<b>56.75</b>
<b>2. The percent of children who were functioning within age expectations in Outcome A by the time they turned 3 years of age or exited the program</b>	<b>24.5%</b>	<b>24.75</b>
<b>Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy)</b>		
<b>1 Of those children who entered or exited the program below age expectations in Outcome B, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program</b>	<b>52.5%</b>	<b>52.75</b>

<b>2. The percent of children who were functioning within age expectations in Outcome B by the time they turned 3 years of age or exited the program</b>	<b>20.5%</b>	<b>20.75</b>
<b>Outcome C: Use of appropriate behaviors to meet their needs</b>		
<b>1 Of those children who entered or exited the program below age expectations in Outcome C, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program</b>	<b>55.5%</b>	<b>55.75</b>
<b>2. The percent of children who were functioning within age expectations in Outcome C by the time they turned 3 years of age or exited the program</b>	<b>22.5%</b>	<b>22.75</b>

We set these targets based on our continuous effort of training and providing technical assistance to improve our data quality. There are still some programs need help in this area. As we improve in collecting quality data, we will increase our targets.

#### **Improvement Activities/Timelines/Resources:**

Arkansas will establish targets for Indicator #3 based on progress data for children who have both entry and exit ratings. After analyzing progress data, Arkansas will be developing improvement strategies and activities aimed at increasing the number and percent of infants and toddlers who improve functioning and establish timelines for those strategies and activities

#### **Improvement activities/timelines/resources for 2008:**

- Computer System personnel are building a web-based application to enter the data and track outcomes for children, this system is within the Division of Developmental Disabilities services mainframe. Data is entered from the COSF summary.
- Arkansas Part C will continue to provide technical assistance and training for Service Coordinators and providers. Training is being provided on writing IFSPs to accurately reflect goals of family and child.
- Early Intervention Policies and Procedures that define the process are being promulgated in 2008 and are also included in the Early Intervention Certification Standards policy promulgated in 2007.

#### **Improvement activities for 2009:**

1. Data from 2007-08 will be analyzed to determine if there are problems. We will be looking at data to ensure that all children eligible have entry and exit outcomes.

2. Training on outcomes will be provided to the providers/Service Coordinators annually.

**Improvement activities for 2010:**

1. Data from 2007-08 will be analyzed to determine if there are problems. We will be looking at data to ensure all children eligible have entry and exit outcomes.
2. Training will be provided on outcomes to the providers/Service Coordinators annually.

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	
<b>2007</b> (2007-2008)	
<b>2008</b> (2008-2009)	
<b>2009</b> (2009-2010)	
<b>2010</b> (2010-2011)	

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

<b>Monitoring Priority: Early Intervention Services In Natural Environments</b>
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**Indicator 4:** Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:**

- A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families participating in Part C)] times 100.
- B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs) divided by the (# of respondent families participating in Part C)] times 100.
- C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

**Overview of Issue/Description of System or Process:**

Arkansas Part C decided to use the family survey developed by the Early Childhood Outcomes (ECO) Center to measure Indicator #4, Family Outcomes. The survey was sent to the families of all children currently participating in the Arkansas Part C Program. 3,000 family surveys were mailed. In order to increase the return rate, the surveys were mailed with stamped return envelopes. A copy of the survey is attached.

**Baseline Data for FFY 2004 (2004-2005):**

Total number of surveys sent was 3,000. Total # of surveys returned were 705 (.235%). Last year our response was 19%.

- 62%  
There were 415 respondent families participating in Part C who reported that Early Intervention services have helped the family know their rights divided by the 705 families who participated in Part C times 100.
- 69%  
There were 493 respondent families participating in Part C who reported that early intervention services have helped the family effectively communicate their children's needs divided by 705 respondent families participating in Part C times 100.
- 73%  
There were 501 respondent families participating in Part C who reported that early intervention services have helped the family help their children develop and learn divided by 705 of respondents participating in Part C times 100.

**Discussion of Baseline Data:**

Arkansas did not meet the target of 73% on parents knowing their rights and 81% on parents helping their child develop and learn. They did meet and exceed the target of 63% on families being able to effectively communicate their child's needs.

ECOs family survey was the tool used and was more in-depth than the previous tool used. This survey was disaggregated by provider and county which will allow the training staff to target providers and counties where data was not as good. We know from comparing our data this year that there was an increase in families who felt early intervention had helped the family to effectively



communicate their child's needs. There was a decrease from last year data in families who knew their rights and a decrease in families who could help their child develop and learn.

<b>FFY</b>	<b>Measurable and Rigorous Target</b>
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	<b>A. Arkansas will achieve 73%.</b> <b>B. Arkansas will achieve 63%.</b> <b>C. Arkansas will achieve 81%.</b>
<b>2007</b> (2007-2008)	<b>A. Arkansas will achieve 75%.</b> <b>B. Arkansas will achieve 65%.</b> <b>C. Arkansas will achieve 83%.</b>
<b>2008</b> (2008-2009)	<b>A. Arkansas will achieve 77%.</b> <b>B. Arkansas will achieve 67%.</b> <b>C. Arkansas will achieve 84%.</b>
<b>2009</b> (2009-2010)	<b>A. Arkansas will achieve 78%.</b> <b>B. Arkansas will achieve 68%.</b> <b>C. Arkansas will achieve 85%.</b>
<b>2010</b> (2010-2011)	<b>A. Arkansas will achieve 80%.</b> <b>B. Arkansas will achieve 70%.</b> <b>C. Arkansas will achieve 87%.</b>

#### **Improvement Activities/Timelines/Resources for 2008:**

- Arkansas Part C will continue to train and emphasize to the Service Coordinators the importance of 'parent rights'.
- Service Coordinators will work with parents in helping them to understand their children's needs and be more effective in their communications and in their endeavor to help their children.

- Arkansas has a Parent Advisor who organizes parents groups and will work with Service Coordinators in assisting more Part C parents.
- Part C participates with the Arkansas Child Find Committee and that web site is [www.archildfind.org](http://www.archildfind.org) . Information concerning special education needs can be found on this web site.
- Arkansas will review materials that have been developed for providers and parents related to 'parents rights' and determine to what extent these materials are being used.
- Arkansas will continue to place emphasis on the parent coaching model of service delivery which will involve instructions about the Federal Law and parent responsibility in the process.
- Arkansas will collaborate with the Parent Training and Information (PTI) system to provide information to parents about their rights.
- Arkansas will look at methods to better analyze the information on surveys received from parents.
- Providers and state staff will receive copies of parent surveys to better understand what areas of improvement are needed.

**Improvement activities/timelines/resources for 2009:**

- Training to providers and staff will be provided on how to access the Arkansas Child Care Division website for parent resources and information related to parent coaching model and parent rights.
- Arkansas will maintain their collaboration with Parent Training and Information (PTI) system in order to make sure parents have information related to issues affecting them.

**Improvement activities/timelines/resources for 2010:**

- Arkansas will maintain their collaboration with the Parent Training and Information system in order to make sure parents have information related to issues affecting them.
- Data will be analyzed for improvement or decline in the three areas: parents rights; effectively communicating their child's needs; and helping their child to develop and learn.
- Training and technical assistance will be provided to state staff and providers on a quarterly basis or more often if needed.

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

<b>Monitoring Priority: Effective General Supervision Part C / Child Find</b>
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**Indicator 5:** Percent of infants and toddlers birth to 1 with IFSPs compared to national data:

(20 U.S.C. 1416(a)(3)(B) and 1442)

<b>Measurement:</b>
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- |   |
|---|
| <p>A. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to the same percent calculated for other States with similar (narrow, moderate or broad) eligibility definitions.</p> <p>B. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to National data.</p> |
|---|

**Overview of Issue/Description of System or Process:****Baseline Data for FFY 2006-2007:**

408 divided by 39, 844 = .0102 x 100 = 1.02%

**Discussion of Baseline Data:**

Arkansas did meet and exceed its target of serving 0.42% of infants and toddlers birth to age 1. This appears to be due to:

- The increased public awareness efforts as well as improvements in the state data systems and increased accuracy of data submission by providers.

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	Arkansas will improve in this area to .42%.
<b>2007</b> (2007-2008)	Arkansas will improve in this area to .45%
<b>2008</b> (2008-2009)	Arkansas will improve in this area to .50%
<b>2009</b> (2009-2010)	Arkansas will improve in this area to .55%

2010 (2010-2011)	Arkansas will improve in this area to .57%
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**Improvement Activities/Timelines/Resources:**

- Arkansas will continue to focus more Child Find efforts in the Southeast part of the State.
- More focus will be given to educating the parents about the Early Intervention program and its benefits.

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

**Monitoring Priority: Effective General Supervision Part C / Child Find**

**Indicator 6:** Percent of infants and toddlers birth to 3 with IFSPs compared to national data:

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

A. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to the same percent calculated for other States with similar (narrow, moderate or broad) eligibility definitions.

State	Age 0-3	Percent
Arkansas	3,217	2.75%
Alabama	2,468	1.37%
Maryland	6,717	3.03%
Virginia	4,619	1.49%

B. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to National data.

<b>National Average</b>	299,848	2.43%
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**Overview of Issue/Description of System or Process:****Baseline Data for FFY 2006 (2006-2007):**

3, 217 divided by 117,050 = .0275 x 100 = 2.75%

**Discussion of Baseline Data:**

Arkansas did meet and exceed its target of 2.25%. This appears to be due to the increased public awareness efforts as well as improvements in the state data system and increased accuracy of data submission by providers.

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	Arkansas will improve to 2.25%.
<b>2007</b> (2007-2008)	Arkansas will improve to 2.28%.
<b>2008</b> (2008-2009)	Arkansas will improve to 2.30%.
<b>2009</b> (2009-2010)	Arkansas will improve to 2.35%.
<b>2010</b> (2010-2011)	Arkansas will improve to 2.37%.

**Improvement Activities/Timelines/Resources for 2008:**

- Arkansas will aggressively do public awareness ads and campaigns regarding the Early Intervention program, First Connections.
- Arkansas has child find materials available on the Child Find web site at [www.archildfind.org](http://www.archildfind.org).
- Arkansas will continue to visit physician clinics in all areas of Arkansas.
- Arkansas will work to increase local public awareness about Early Intervention Services. Arkansas will discuss with local interagency councils the need to target communities.
- Arkansas will in 2008 form a committee to address the non-English speaking populations.
- Arkansas will develop Memorandums of Understanding with other agencies that provide services to this age group: Early Head Start, and ABC. Arkansas will meet with Arkansas Child Care Division who administers the ABC Grant and discuss a plan to increase service delivery through those programs.

**Improvement activities/timelines/resources for 2009:**

- Arkansas will develop in 2009 an ad campaign to target children in Arkansas.
- Arkansas will continue to target local ICC activities toward public awareness.
- Part C in Arkansas will target public awareness for non-English speaking populations and homeless population.

**Improvement activities/timelines/resources for 2010:**

- Arkansas will continue Public Awareness campaigns through local ICC and visits to physician offices and hospitals.
- Arkansas will analyze data to determine if referrals of non-English speaking populations, and homeless population is working so that we can determine targets for future goals.

## Part C State Performance Plan (SPP) for 2005-2010

### Overview of the State Performance Plan Development:

*(The following items are to be completed for each monitoring priority/indicator.)*

#### Monitoring Priority: Effective General Supervision Part C / Child Find

**Indicator 7:** Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

#### Measurement:

Percent = [(# of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting was conducted within Part C's 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed)] times 100.

Account for untimely evaluations.

#### Overview of Issue/Description of System or Process:

#### Baseline Data for FFY 2004 (2004-2005):

Total cases 331, Total timely = 279, Percentage = 84%  
279 divided by 331 x 100 = 84%

#### Discussion of Baseline Data:

Arkansas improved more than 8% from last year.

Provider delays were 21, systems delays 13, and family delays 9. This information was collected from data printouts and inquiry for verification.

Data has improved due to training and sharing the importance of data entry in our reporting.

FFY	Measurable and Rigorous Target
2005 (2005-2006)	
2006 (2006-2007)	

<b>2007</b> (2007-2008)	<b>100%</b>
<b>2008</b> (2008-2009)	<b>100%</b>
<b>2009</b> (2009-2010)	<b>100%</b>
<b>2010</b> (2010-2011)	<b>100%</b>

**Improvement Activities/Timelines/Resources for 2008:**

- Arkansas is addressing their prior authorization process in order to get earlier approval for treatment. The Prior Authorization Unit is working with SEAS data systems staff and has developed a form in SEAS that will allow entry of Prior Authorization request by Service Coordinator, processing and archiving the form in order to store data and cut down on lost or never faxed forms. This pilot will start in January 2008.
- Technical assistance is being provided to physicians groups in areas of the state, south central and south east, where we are having difficulty obtaining prescriptions in a timely manner. Quality Assurance staff and Part C staff met in 2008 with two large physician groups in Southeast Arkansas.
- Part C Policies and Procedures are in place and will be promulgated in 2008. These provide additional guidelines for providers and Service Coordinators.

**Improvement activities/timelines/resources for 2009:**

- Early Intervention promulgation of policies and procedures training will continue to state staff and providers.
- Arkansas will analyze data from the previous year to determine how corrections that were made improved data and what corrections are needed.
- Arkansas will do verification visits to ensure compliance.

**Improvement activities/timelines/resources for 2010:**

- Arkansas will continue their technical assistance and training to improve this data.
- Arkansas will continue their verification visits to ensure compliance.

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

**Monitoring Priority: Effective General Supervision Part C / Effective Transition**

**Indicator 8:** Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:

- A. IFSPs with transition steps and services;
- B. Notification to LEA, if child potentially eligible for Part B; and
- C. Transition conference, if child potentially eligible for Part B.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

- A. Percent = [(# of children exiting Part C who have an IFSP with transition steps and services) divided by the (# of children exiting Part C)] times 100.
- B. Percent = [(# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of children exiting Part C and potentially eligible for Part B where the transition conference occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.

- A. 971 divided by 983 times 100 = 98.7 % or 99%
- B. 948 divided by 983 times 100 = 96.4%
- C. 434 divided by 983 times 100 = 44%

**Overview of Issue/Description of System or Process:****Baseline Data for FFY 2004 (2004-2005):**

- A. 99%
- B. 96%
- C. 44% timely (includes 89 conferences late due to family delay)

NOTE: 549 conferences were not done by 90 days to the 3<sup>rd</sup> birthday, but ranged from less than 90 days to after the 3<sup>rd</sup> birthday.

**Discussion of Baseline Data:**

Arkansas Part C Core work group had meetings in August 2006 to look at Indicator 8, Transition. We continue to train and emphasize accurate and timely data collection through our new computer system SEAS.

Training staff and administrators met with ADE in October 2007 to develop a plan of correction for some of the local problems Arkansas is experiencing with collaboration and process. Data reporting shows that staff submitted data on 97% of children. Discussions in our core groups and at trainings indicate that Licensed Community Programs who transition children into their 3-5 year old Part B programs wait too late before identifying and transitioning children to the ADE programs.



FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	
<b>2007</b> (2007-2008)	<b>100%</b>
<b>2008</b> (2008-2009)	<b>100%</b>
<b>2009</b> (2009-2010)	<b>100%</b>
<b>2010</b> (2010-2011)	<b>100%</b>

**Improvement Activities/Timelines/Resources for 2008:**

- Arkansas will continue to train on all aspects of the transition process.
- LEA conference notices are to be sent to the educational cooperatives preferably by fax with the fax confirmation being filed in the child's records as proof.
- In the February 2008 meetings with Quality Assurance about monitoring transition we will include monitoring steps and how technical assistance should be provided.
- A meeting is scheduled in February 2008 with Arkansas Department of Education and stakeholders to address the problems we share in collaboration.
- Arkansas has clarified their dates for notification to the Arkansas Department of Education. These dates will be promulgated this year.

**Improvement activities/timelines/resources for 2009:**

- Training will be done statewide on the material that was clarified and added to the promulgation of all procedures and policies for Part C in 2008.
- Provider and state staff training and technical assistance will be provided in order to ensure that transition steps are completed timely.

- Monitoring will be done to ensure that transition conferences are held no later than 90 days before the third birthday.
- Data will be analyzed to ensure compliance.

#### **Improvement activities/timelines/resources for 2010:**

- Verification visits will be conducted to ensure that timely transition steps are being completed.
- Verifications visits will be conducted to ensure that transition conferences are held no later than 90 days before the third birthday.
- Training and Technical Assistance will be continued to state staff and providers.
- Data will be analyzed to ensure compliance.

### **Part C State Performance Plan (SPP) for 2005-2010**

#### **Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

#### **Monitoring Priority: Effective General Supervision Part C / General Supervision**

**Indicator 9:** General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

(20 U.S.C. 1416(a)(3)(B) and 1442)

#### **Measurement:**

Percent of noncompliance corrected within one year of identification:

- a. # of findings of noncompliance.
- b. # of corrections completed as soon as possible but in no case later than one year from identification. .

**Percent = [(b) divided by (a)] times 100.**

For any noncompliance not corrected within one year of identification, describe what actions, including technical assistance and/or enforcement that the State has taken.

#### **Overview of Issue/Description of System or Process:**

#### **Baseline Data for FFY 2004 (2004-2005):**

48 divided by 49 = 98 x 100 = 98%

#### **Discussion of Baseline Data:**

In late 2007 Arkansas had their first Focused Monitoring visit at a licensed community program selected from our Cohort rankings. Federal Technical Assistance was provided to the Quality Assurance Team and Part C Coordinator and her training staff. Non compliance was identified and corrections were put into place immediately. Follow-up visits were scheduled and everyone involved considered it to be a success and non-stressful compared to former on site visits.

Focused Monitoring was conducted with state staff in 2006, with non compliance on 45 day timeframes. Arkansas cannot correct those instances where timelines were not met, but seven members of the staff are now in compliance with a corrective action plan. The remaining 6 are on 90 day follow-up with technical assistance.

New certification standards for Early Intervention have a matrix of sanctions (see below) and were promulgated in late 2007. Included in the certification standards are details about what each level means.

<b>FFY</b>	<b>Measurable and Rigorous Target</b>
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	<b>Arkansas will have 100% compliance.</b>
<b>2007</b> (2007-2008)	<b>Arkansas will have 100% compliance.</b>
<b>2008</b> (2008-2009)	<b>Arkansas will have 100% compliance.</b>
<b>2009</b> (2009-2010)	<b>Arkansas will have 100% compliance.</b>
<b>2010</b> (2010-2011)	<b>Arkansas will have 100% compliance.</b>

#### **Improvement Activities/Timelines/Resources for 2008:**

- Arkansas Part C will continue to work with our General Supervision Task Force and the technical assistance from SERRC, NECTAC on improvement of our monitoring systems. We will continue to have monthly contact through email and conference calls.
- Our General Supervision Task Force and Core Work group will continue to work on improvement strategies of our monitoring systems. This group will meet in February 2008 to begin changes we will make to improve the monitoring process.
- The Monitoring team who begins meetings in February 2008 will develop a protocol for focused monitoring. This will include how cohort groups will be selected and who will select them, monitoring team composition, and reporting collection and methods.

- Arkansas will more closely monitor those who were out of compliance and give them more attention and technical assistance. This will involve our Focused Monitoring approach. Timeframes will be established in February 2008.
- We continue to work on our two (2) data systems by interfacing the old Main Frame with the new Special Education Automation System (SEAS) data systems.

**Improvement activities/timelines/resources for 2009:**

- Focus Monitoring will continue.
- Verification visits will be made as needed to ensure compliance with Part C Standards.
- Data systems interface will be analyzed to see if there are problems or corrections needed.

**Improvement activities/timelines/resources for 2010**

- Focused Monitoring and Verification visits will continue.
- Training and technical assistance to ensure compliance actions are appropriate

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

**Monitoring Priority: Effective General Supervision Part C / General Supervision**

**Indicator 10:** Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent = [(1.1(b) + 1.1(c)) divided by 1.1] times 100.

**Overview of Issue/Description of System or Process:****Baseline Data for FFY 2004 (2004-2005):**

Arkansas target data for 2006 was 100%

9 + 1 divided by 10 times 100 = 100%

(1) Written, signed complaints, total 15

(1.1) Complaints with reports issued, 10

(a) Reports with findings, 10

(b) Reports within timelines, 9

© Reports with extended timelines, 1

(1.2) Complaints withdrawn or dismissed, 2

(1.3) Complaints pending, 3

(a) Complaint pending a due process hearing, 0

**Discussion of Baseline Data:**

Arkansas has always had a policy and procedure for monitoring complaints. All complaints are logged into a complaint document and updated as needed.

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	100%
<b>2007</b> (2007-2008)	100%
<b>2008</b> (2008-2009)	100%
<b>2009</b> (2009-2010)	100%
<b>2010</b> (2010-2011)	100%

**Improvement Activities/Timelines/Resources for 2008:**

- Arkansas will continue to follow procedures relative to investigations. In 2008, Quality Assurance will receive copies of the Part C investigation files in order to build a file for certification purposes.

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

**Monitoring Priority: Effective General Supervision Part C / General Supervision**

**Indicator 11:** Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent = [(3.2(a) + 3.2(b)) divided by 3.2] times 100.

## SPP Template – Part C (3)

ARKANSAS

State

### Overview of Issue/Description of System or Process:

#### Baseline Data for FFY 2004 (2004-2005):

No Due Process hearings.

#### Discussion of Baseline Data:

FFY	Measurable and Rigorous Target
2005 (2005-2006)	
2006 (2006-2007)	
2007 (2007-2008)	
2008 (2008-2009)	
2009 (2009-2010)	
2010 (2010-2011)	

Improvement Activities/Timelines/Resources: NA

## Part C State Performance Plan (SPP) for 2005-2010

### Overview of the State Performance Plan Development:

*(The following items are to be completed for each monitoring priority/indicator.)*

#### Monitoring Priority: Effective General Supervision Part C / General Supervision

**Indicator 12:** Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

Percent = (3.1(a) divided by 3.1) times 100.

NONE REQUESTED = 0%

**Overview of Issue/Description of System or Process:**

Arkansas has adopted Part B Resolution Hearing process. This policy was promulgated in 2005 after the public comment period.

Our policy states the following:

Parents dissatisfied with the decision of a public agency or service provider to initiate or change the identification, evaluation or placement of a child or the provision of appropriate early intervention services to the child and the child's family meeting the eligibility requirement of this section have the right to file an appeal to resolve their complaints. This process is called Administrative Hearing. The Appeals and Hearings Section of the Office of Chief Counsel had been designated as the authority for conducting these hearings. \*Upon notification of filing of due process, the state shall offer a "resolution process".

**Preliminary Meeting:**

Prior to the opportunity for an impartial due process hearing under subparagraph (A) the local lead agency shall convene a meeting with the parents and the relevant member or members of the IFSP Team who have specific knowledge of the facts identified in the complaint.

- (I) within 15 days of receiving notice of the parent's complaint
- (II) which shall include a representative of the agency who had decision making authority on behalf of such agency
- (III) Which may not include an attorney of the local lead agency unless the parent is accompanied by an attorney and
- (IV) Where the parents of the child discuss their complaint, and the facts that form the basis of the complaint, and the local lead agency is provided the opportunity to resolve the complaint, unless the parents and the local lead agency agree in writing to waive such meeting or agree to use the mediation process described in subsection (e).

**Notification:**

Notices to parents regarding proposed actions must:

1. Contain specific information about the action being proposed or refused
2. Provide information on all procedural safeguards that are available
3. Be written in language that is understandable to the general public
4. Be provided in the native language of the parents
5. Be translated orally or by other means to the parent in the parent's native language or other mode of communication if the native language or other mode of communication of the parents is not written language
6. Provide written verification that the notice requirements have been met
7. Advise the parents of the right to request a hearing to resolve complaints

**Requesting the Hearing:**

A request for a hearing is defined as a clear expression, in writing, by the parents or their representative that they wish to appeal the decision or to present their case to a higher authority. The freedom to make such a decision must not be interfered with in any way. If the reason for the request for a hearing is unclear, the Appeals and Hearings Section may request that the parents/representative clarify the request.

The parents/representative must submit the written request for a hearing to the Appeals and Hearings Office. They will be advised of any available legal services that can provide representative at the hearing. If the parents/representative cannot speak English or have a hearing or visual impairment, bilingual staff or interpreters must be made available, and the hearing procedures must be made clear to the household in whatever manner is required.

**Resolutions Session:**

**Hearing**

If the lead agency has not resolved the complaint to the satisfaction of the parents within 30 days of the receipt of the complaint, the due process hearing may occur, and all of the applicable timelines for a due process hearing under this part shall commence.

**Written Settlement Agreement:**

In the case that a resolution is reached to resolve the complaint at a meeting described in clause (i), the parties shall execute a legally binding agreement that is:

- I. Signed by both the parent and a representative of the agency who has the authority to bind such agency; and
- II. Enforceable in any State Court of competent jurisdiction or in a district court of the United States.

**Review Period:**

If the parties execute an agreement pursuant to clause (iii), a party may void such agreement with three (3) business days of the agreement's execution.

There were no Resolution Hearings requested in the Part C program in Arkansas for the past year.

**Baseline Data for FFY 2004 (2005-2006):**

**Discussion of Baseline Data:**

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	NA
<b>2006</b> (2006-2007)	
<b>2007</b> (2007-2008)	
<b>2008</b> (2008-2009)	



<b>2009</b> (2009-2010)	
<b>2010</b> (2010-2011)	

Improvement Activities/Timelines/Resources: NA

### Part C State Performance Plan (SPP) for 2005-2010

Overview of the State Performance Plan Development:

*(The following items are to be completed for each monitoring priority/indicator.)*

**Monitoring Priority: Effective General Supervision Part C / General Supervision**

**Indicator 13:** Percent of mediations held that resulted in mediation agreements.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent = [(2.1(a)(i) + 2.1(b)(i)) divided by 2.1] times 100.

**Overview of Issue/Description of System or Process:**

**Baseline Data for FFY 2004 (2004-2005):**

0%

**Discussion of Baseline Data:**

In 2006 Part C Administrators began the process of contracting with the Bowen School of Law in order to provide independent mediation for parents and providers in Early Intervention. In May 2007 the contract was finalized and regional trainings for staff Service Coordinators, providers and others were scheduled and completed in July and August 2007.

FFY	Measurable and Rigorous Target
<b>2005</b> (2005-2006)	
<b>2006</b> (2006-2007)	
<b>2007</b>	

(2007-2008)	
<b>2008</b> (2008-2009)	
<b>2009</b> (2009-2010)	
<b>2010</b> (2010-2011)	

**Improvement Activities/Timelines/Resources:**

- Due to lack of mediations conducted, Arkansas has identified that Parent Training and information Centers should be included as advisors to parents of their ability to go to mediation and how the mediation process works.
- State Service Coordinators will be trained again in December 2007 and in 2008 on making sure that parents are aware of their mediation rights and how they may access mediators.
- Training Consultants will assure that mediation procedures are emphasized in their trainings in 2008.

**Part C State Performance Plan (SPP) for 2005-2010****Overview of the State Performance Plan Development:**

*(The following items are to be completed for each monitoring priority/indicator.)*

<b>Monitoring Priority: Effective General Supervision Part C / General Supervision</b>
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**Indicator 14:** State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

State reported data, including 618 data, State performance plan, and annual performance reports, are:

- a. Submitted on or before due dates (February 1 for child count, including race and ethnicity, settings and November 1 for exiting, personnel, dispute resolution); and
- b. Accurate (describe mechanisms for ensuring error free, consistent, valid and reliable data and evidence that these standards are met).

**Overview of Issue/Description of System or Process:****Baseline Data for FFY 2004 (2004-2005):****Indicator #14 Calculation**

## SPP Template – Part C (3)

ARKANSAS

State

(A)SPR Grand Total =	44
(B)618 Grand Total =	39
©APR Grand Total (A) = 618 Grand Total (B) =	83
(D) Subtotal (C divided by 98)* =	.88
(E) Indicator Score (Subtotal (D) x 100) =	94.3

\*Note: Any cells marked with N/A will decrease the denominator by 1 for APR and 3 for 618 data.

### Discussion of Baseline Data:

- Arkansas continues to work out the complexities of their data system.
- Arkansas uses the following mechanisms for ensuring valid and reliable data:
  - Information collected at central office for each indicator is submitted by inquiry to Service Coordinators and Providers. Corrected data is submitted back to the Data Manager who corrects before reporting.
  - Computer systems collect data by ensuring that spans of time and dates are correct.
  - The Data Manager checks all data for obvious errors or unexplained items. Data Manager has provided training and technical assistance throughout the year on better data and data accuracy. There is staff available to help with data entry so that the Data Manager can concentrate on system issues.
  - The Part C Data Manager has provided quarterly training through Part C staff development.

FFY	Measurable and Rigorous Target
2005 (2005-2006)	
2006 (2006-2007)	
2007 (2007-2008)	
2008 (2008-2009)	
2009 (2009-2010)	
2010 (2010-2011)	

### Improvement Activities/Timelines/Resources for 2008:

- Arkansas will continue to meet with our General Supervision Task Force; our Core Work group and our data systems personnel to work out problems in our systems and our program in order to ensure error free data. New revisions in SEAS system and our state computer system have made data collection an easier process. There are still problems to work on and improve. This task force is schedule to meet in February 2008.

- Arkansas will determine in its 2008 task force meeting and follow-up meetings, if necessary, what personnel is needed to effectively monitor for Part C compliance. Discussions in these meetings will determine who is monitoring, if it is being reported accurately to meet our needs, and if verification meets Part C standards.
- Arkansas eligibility states children are eligible for Part C if there is (1) a diagnosed physical or mental condition, and/or, (2) a 25% delay in one area or more. Arkansas sees this as a training issue as children who have a diagnosed physical or mental condition are considered eligible in Arkansas.
- In 2007 Arkansas began the process of training staff about monitoring indicators. That training will be continued quarterly by training consultants.
- Starting in 2008 discussions with SEAS about a service tracking system as a means to collect timely service data.
- Service Coordinators and other staff are able to review EI cases on SEAS and this will be included in the February 2008 discussions with Quality Assurance.
- SERC and NECTAC continue to provide technical assistance on monitoring issues.
- Arkansas sees the benefit of an interface with ADE through SEAS and will continue to work toward that goal even though we hear that ADE is not interested.
- Develop tracking systems for technical assistance requests, provision, and follow-up. Arkansas will look at a means of doing this in our February 2008 meeting and follow-up meetings with Quality Assurance.

**Improvement activities, timelines, and resources for 2009:**

- Arkansas will continue to ask for technical assistance from NECTAC and SERC.
- Arkansas will continue training and technical assistance related to SEAS (Special Education Automation System) in order to improve data.
- Continue tracking monitoring and follow-up compliance.

**Improvement activities, timelines, and resources for 2010:**

- Arkansas will analyze SEAS Data collection to ensure quality improvement.
- Arkansas will continue training and technical assistance related to data collection for reporting purposes.